

RWS Group

Business Continuity Policy

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Approver: Terry Doyle

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1 Document history

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2 Summary

Any event that may compromise the business continuity of one of the company's key office locations must be immediately notified to the Divisional President and CEO. An assessment of the situation will be made and a decision taken as to what course of action to take. The action taken will be determined by the nature of the disaster and who or what is likely to be affected.

Following a disaster, the immediate business service priorities are:

- the safety of staff and their ability to continue working
- continuing supporting of operations staff
- protection and restoration of the physical structure of the building
- restoration of power

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- protection and recovery of the IT infrastructure
- restoration of effective telephone and web communication
- protection and recovery of paper records and information
- informing the insurance broker of the situation

3 Risk assessments

Risk assessments of business continuity are undertaken throughout the company to evaluate the impact of business interruption and the control measures in place to mitigate and minimize the action required to enable the company to return to normality. Risk assessments are reviewed annually or sooner in the light of adverse incidents, learning from experience and reviewing the control measures in place to abate re-occurrence.

4 Disaster life cycle

We have specific controlled processes in place. Following a disaster, the typical response life-cycle would be:

- Emergency response to assess level of damage, decide whether to invoke the plan and at what level, to notify staff, etc.
- Provision of an emergency level of service
- Restoration of key services
- Recovery to business as normal

5 Management of disasters

The Divisional Presidents have overall responsibility for the divisional and office business continuity plans.

6 Media

The CEO or Divisional President will take responsibility for managing the media. The line of response will be agreed by the CEO and Divisional President immediately following the disaster. All staff will refer callers to the Divisional President or the CEO. Only the CEO or the Divisional President are authorized to talk to the media about the emergency.

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7 Review

All key office locations have a detailed Business Continuity Plan that is in line with the above Framework. The Group's Business Continuity Plans were implemented and operated successfully during the 2020 Covid-19 lockdown.

8 Policy review

This Policy is available on the Group's intranet. If there are amendments to the applicable local legislation or regulatory requirements, the Policy will be amended to reflect these. There will be an annual review by the person responsible for the Policy to ensure the document is fit for purpose and remains effective. Any changes will be communicated by email by way of the "Regulatory and compliance update", team briefings or training, depending on the complexity of the amendment.

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